

HOSPITALITY INDUSTRY

THINK TANK

PANEL DISCUSSION PROGRAMME

THE OBJECTIVE IS TO HAVE A CONVERSATION AROUND THE FOLLOWING TOPICS, DEBATING AND FINDING SOLUTIONS.

PANELISTS :

Dimitris Manikis <i>Wyndham Hotels & Resorts</i>	Mokwena Morulane <i>Cresta Marakanelo Ltd</i>	Eric Leong Son <i>Heineken Beverages</i>
Tom Maquet <i>Pumula Director</i>	Sean Murray <i>Infrateq Africa</i>	Barry Ross <i>Valor</i>
Tony Forbes <i>Beekman Group & iExchange</i>	Samantha Williams <i>Profitroom Ltd</i>	Matthew Lambert <i>Invictus</i>
Nick Dickson <i>Dream Hotels & Resorts</i>	Galeboe Mmesele <i>Cresta Marakanelo Ltd</i>	Eva Chan <i>Wyndham Hotels & Resorts</i>
Mokwena Morulane <i>Cresta Marakanelo Ltd</i>	Jessica Redinger <i>Voco & Valor Dewald Cillie</i>	Eric Leong Son <i>Heineken Beverages</i>
David Frost <i>SATSA</i>	<i>SATIB, RMB/FNB</i>	Barry Ross <i>Valor</i>
Rosemary Anderson <i>FEDHASA</i>	Greg Seymour <i>Curo Risk</i>	Matthew Lambert <i>Invictus</i>
Tshifhiwa Tshivhengwa <i>TBCSA</i>	Guin Morton <i>Gripp Advisory</i>	Eva Chan <i>Wyndham Hotels & Resorts</i>
	Sallem Hajee	

07:30 Arrival and registration with tea and coffee

08:00 Welcome and introduction to the day

08:05 OPENING ADDRESS

by **Dimitris Manikis of Wyndham Hotels & Resorts**

09:15 PANEL DISCUSSION 1

Working with Government

10:45 Coffee break

11:15 PANEL DISCUSSION 2

Technological landscape

12:30 Lunch break

13:30 PANEL DISCUSSION 3

Insurance, disaster management, banking fraud and compliance

14:45 Coffee break

15:00 PANEL DISCUSSION 4

Sustainability and people

15:15 Closing

BIOGRAPHIES

OPENING ADDRESS

Dimitris Manikis

President for Europe, Middle East, Eurasia and Africa (EMEA)
Wyndham Hotels & Resorts

Dimitris Manikis was appointed President and Managing Director for EMEA in April 2018. In his current role as President of EMEA, he is responsible for the development of all of Wyndham Hotels & Resorts' brands in the EMEA region as well as maximising the performance of all new and existing franchise and managed hotels. He focuses on driving the strategic objectives of Wyndham Hotels & Resorts including quality and technology solutions as well as new business, loyalty, sales and marketing. Dimitris Manikis has a long-standing career and deep knowledge of the hospitality industry. Prior to joining Wyndham Hotels & Resorts, he spent over 27 years with RCI, the worldwide leader in vacation exchange, across a number of senior roles, and most recently served as Vice President of Business Development for EMEA. Earlier in his career, he also held a number of key positions in the region as Managing Director of RCI Greece and RCI South Africa. Dimitris is an Industry Advisory Board member for Hotelschool the Hague, a Senior Advisory Board member for the Sustainable Hospitality Alliance and a Board member for Christel House Europe. A Greek national, Dimitris was born in Athens and holds a Bachelor degree in Tourism and Administration from the Technical University of Patras in Greece, and an MSc Postgraduate degree in Tourism Marketing from the University of Surrey. His passion for people and work ethic comes from his father, who built up a grocery retail business in Athens where Dimitris learned the value of elevated customer service, having a positive outlook and hard work as being the foundations of success in both business and life. He is based in Wyndham Hotels & Resorts' London office.

PANEL 1

Mokwena Morulane

Managing Director at Cresta Marakanelo Ltd, Gaborone, Botswana
BA (Hons) Accounting – University of Luton, UK

Mokwena Morulane's employment history includes: General manager of corporate services at Botswana Oil, Country Manager at Discovery Metals Ltd, Financial Manager at Gem Diamonds. His professional certification includes being a member of ACCA, BICA and CIS. He also has served on the boards of Masiela Trust Fund, Minergy Ltd and Sentlaga Pension Fund.

Tshifhiwa Tshivhengwa

Chief Executive Officer of the Tourism Business Council of South Africa (TBCSA).

Tshifhiwa is a strategic, versatile, and innovative marketing, tourism, communications, and business executive. His experience spans 2 decades, with a record of visionary leadership, strategic project development and execution, travel and tourism events management and communications. In the over 20 years since his first foray into the world of work, Tshifhiwa has worked for various companies in the tourism value chain including South African Tourism, Myriad Marketing, FEDHASA, Rennie's Travel, SARS, and others. He has also consulted for various companies. Tshifhiwa serves on several boards in the tourism space including the global Board of Advisors for "The Sigmund Project" which supports innovation and collaboration in Tourism across the globe. Tshifhiwa has positioned himself as a thought leader and advocate for the South African tourism sector. He is an ambassador for tourism development in South Africa and Africa. He regularly writes, debates and comments on tourism development and growth in South Africa. He has been a panel member in several discussions about how the South African tourism sector can leverage innovation and technology to boost the hospitality industry. "Digital innovation in terms of tourism is especially important, if you look at the last ten years for example, we have seen transition from paper check ins at airports to the use of smartphones to board a flight. We need to figure out how to create symbiosis between technology advancements and the traditional roles in the sector. This includes training hospitality staff to be ready for jobs of the future." says Tshivhengwa.

David Frost

Director on the Board of the Tourism Business Council of South Africa

An economist by training, he worked for the COSATU trade union movement, prior to joining The Premier Group in 1994. David ended up as head of Corporate Strategy, as well as serving as a director on the boards of Premier Food Industries and Sodexo. He was seconded as Special Advisor on Tourism to Ministers Jordan and Moosa by the Business Trust. He joined Tourvest in 1999 and was promoted to Managing Director of the Inbound Division. David established his own bespoke consultancy – the Tourism Strategy Company in 2001 and has consulted widely with leading private sector companies, as well as developed destination strategies, for a few SADC countries. The most successful of these was for Namibia, where David was retained by the Namibian Tourism Board to execute the strategy, he had developed from 2003 – 2007. He is a former Advisor - Africa to the World Travel & Tourism Council. David serves as a director on the board of the Tourism Business Council of South Africa and is a former Board member of South African Tourism. He has been at the helm at SATSA since September 2013.

Rosemary Anderson

National Chairperson of FEDHASA

Rosemary Anderson is the voice of hospitality in South Africa, as well as a TBCSA Board Member. In addition to running hospitality and tourism businesses in South Africa and the UK, Anderson has almost three decades of personal experience in and a perspective on the industry. Consequently, she is often called on to comment as a thought leader on hospitality issues, ranging from government support, business constraints to ease of doing business. Married with children, Anderson is particularly passionate about creating an enabling environment for employment both in the hospitality and tourism sector, and with regards to the use of treated wastewater for agricultural purposes which she believes could create thousands of agricultural jobs in a water-scarce country like South Africa.

PANEL 2

Samantha Williams

Profitroom Ltd

Samantha Williams is an award-winning revenue specialist and currently holds the senior management position of Commercial Director at Profitroom. Having joined Profitroom she worked as a senior revenue and product manager working with a mixed portfolio of over seventy-five hotels and prior to this held sales and marketing manager positions for leisure resorts and hotels in the UK. Highly respected and with a strong background in hospitality, revenue management and leadership she has worked across numerous hotel marketing and management disciplines and is able to relate to the challenges that hoteliers face. She is passionate about helping hoteliers maximise and grow their revenue and is an advocate for personalised, automated processes and integrated systems that help to make the sales process easy for employees and more engaging for guests. At Profitroom Samantha leads on the strategic and operational activities to deliver transformative, tangible results for leisure hotels and resorts in Africa and has recently moved to Cape Town.

Galeboe Mmesele

Group ITC Manager at Cresta Marakanelo Ltd, Gaborone, Botswana
Bachelor of Science – University of Botswana

Galeboe Mmesele's employment history includes: Head of ICT at Botswana Oil Ltd, Privatisation Programme Manager and Head of Enterprise Solutions at Botswana Telecommunications Corporation and IT infrastructure Manager at Orange. His professional certification includes being a Certified Director with IODSA, MSP, Prince2Practitioner as well as Risk Practitioner. His directorships include being a board Member at BOCRA and BECI.

Chris Snyman

Chief Development Officer, Dream Hotels & Resorts

Based in Cape Town, Western Cape, South Africa. With over 20 years of experience in the hospitality industry, Chris specialises in asset optimisation and revenue growth strategies. In his current role, he leads developments, asset management, and franchise & management expansion initiatives, driving revenue architecture and optimising asset performance. Chris is currently completing his Financial Modelling and Valuation Analyst (FMVA®) certification with the Corporate Finance Institute® (CFI). He holds a Certificate in Hotel Real Estate Investments & Asset Management from Cornell University and is a Certified Hotel Administrator (CHA) through the American Hotel & Lodging Educational Institute (AHLEI). His educational background also includes a Diploma in Hospitality Management accredited with ICHM and a Certificate in Marketing Management from Cornell University. Throughout his career, Chris has held various leadership positions, including General Manager and Cluster Operations & Development Manager, where he successfully managed multiple properties, enhanced operational efficiency, and delivered exceptional guest experiences. Known for his strong analytical skills and business acumen, Chris has a proven track record in driving financial and operational goals. Passionate about fostering a customer-focused culture, Chris continuously seeks innovative approaches to enhance operational efficiency and profitability. He thrives on collaborating with cross-functional teams to achieve excellence in every endeavour.

PANEL 3

Greg Seymour

Greg Seymour has an Honours Degree in Wildlife Science, from the University of KZN with a wealth of experience across numerous sections including tourism & hospitality, insurance and hospitality development. Greg's career in tourism started in 2000 as a guide at Londolozi Private Game Reserve. He spent six years working at Londolozi and a year at Ngala Tented Camp. After a short period as an environmental consultant Greg spent five years as a Senior Project Manager at Mantis Development developing Lodges and Hotels throughout Africa and the Indian Ocean islands. From this development experience, his operational and ecological skills, Greg entered the risk management field, specialising in offering risk management solutions to remote tourism and hospitality offerings as well as the insurance industry. He through his business (Curo Risk Solutions) he offers full risk management advise to assist owners protect assets as well as provide sound business continuity planning initiatives. He also offers full Health & Safety advisory serviced including certified OHS compliance audits.

Guin Morton

Gripp Advisory

Academic/ professional qualifications

B-Act, B-Act Honours, CA (SA) and CIA

Professional memberships

IIASA

IIASA

Years of experience 24

Guinevere became a registered Chartered Accountant after completing her articles at KPMG in 2003. She had the privilege of performing internal audits during her articles and remained in this profession to date. She has performed, managed and directed Governance, Risk and Internal Audit Reviews across a variety of industries both in South Africa and the United Kingdom. She joined the KPMG Regulatory Compliance service line in 2015 where she was given the opportunity to expand her knowledge base to include the South African legislative landscape. She has performed, managed and directed various types of regulatory compliance reviews. Guinevere is the Learning & Development Lead at GRIPP Advisory and is responsible for ensuring that GRIPP's development goals are achieved, and staff maintain their individual development targets.

Nick Dickson

Chief Executive Officer, Dream Hotels & Resorts

Having graduated from the University of Cape Town with an Honours Degree in Business Science, Nick became a Chartered Accountant in 2008 and joined Dream Hotels & Resorts in 2009. Nick has vast experience within the hospitality and timeshare industry and currently serves on the VOASA board. Having taken over the role of CEO at Dream Hotels & Resorts in 2021, Nick has been instrumental in redefining the company's ethos. Our mission at Dream Hotels & Resorts is to deliver dynamic and exceptional hospitality solutions in Africa that connect local and global travellers to our communities in a sustainable and relevant manner. Since our inception, we have long been driven by our purpose of making local holidays more accessible and inspiring wanderlust across the most diverse destinations in South Africa. Here at Dream Hotels & Resorts, we are now actively reimagining a brighter future together. As we continue to expand and reimagine extraordinary travel experiences, we will continue to challenge ourselves to lead with purpose, ensuring that we act with accountability and local impact.

PANEL 4

Eric Leong Son

HEINEKEN beverages – Head of Sustainability

Eric is responsible driving HEINEKEN beverages sustainability strategy with key focus on HEINEKEN's ESG commitments known as 'Brew a Better World'. Eric is seasoned professional with over 30 years' corporate experience with leading companies including Air Liquide, Bridgestone, 3M, SABMiller, Distell and now HEINEKEN beverages. He held various leadership roles in supply chain, procurement, business management, corporate affairs and sustainability. His areas of expertise include supply chains across Africa and Asia, business transformation, sustainability, ESG, shared value and public-private partnerships.

Education: Industrial Engineer (WITS University) and a post grad in Advanced Marketing (IMM) He serves as a director on the board of The Glass Recycling Company, also on the management committee of the Strategic Water Partners Network SA, and chairs the product market portfolio at the Cape Chamber of Commerce and Industry. Overall, Eric excels in an organization that delivers triple win: The Company and its shareholders, the community in which it operates, and the government. His many interests include eco-tourism, poverty alleviation, travel, food and sport.

Eva Chan

Head of Strategy and Feasibility
Wyndham Hotels and Resorts, EMEA

Eva Chan joined Wyndham Hotels & Resorts as Head of Feasibility and Viability for EMEA in 2019. She was responsible for the underwriting of management and franchise opportunities for all Wyndham brands across Europe, Middle East, Eurasia and Africa. She was promoted to the Head of Strategy and Feasibility in 2022, and is now responsible for identifying new growth opportunities, analyzing market trends and data, and developing strategies to drive the company's expansion. Prior to joining Wyndham, Eva was the vice president of JLL's Hotel and Hospitality Hotel Research Department. She led the production of JLL's key global hotel research projects and co-authored research reports with international and regional tourism institutions such as WTTC, OECD and London & Partners.

Eva is based in London, UK.

Barry Ross

Director of Human Resources for Valor Hospitality Africa, Middle-East and Asia.

A National Diploma Hotel Management graduate of what was then Wits Hotel School, with B.Com (Industrial Psychology – UNISA) and Post Graduate Diploma in Futures Studies from Stellenbosch Business School, Barry is an experienced Human Resource/Change Management/Leadership Development Professional with a drive to help people to reach their highest potential. As a student of organisational culture and change, he understands that People are the business, and being able to play a role in growing a business through 'growing' people and aligning organizational culture with purpose, is a most rewarding pursuit.

Matthew Lambert

CEO at Invictus Education Group

Matt Lambert is a highly accomplished individual who holds the position of CEO at Invictus Education Group, a leading training organisation based in South Africa. For the last 10 years, he has gained experience as an executive in business intelligence, sales, new business development, and commercial finance for blue-chip companies. A determined mindset and leadership lens have resulted in numerous reputable organisations solving high-stakes business challenges through engaging, collaborative, and applied learning at scale. Furthermore, he fosters a culture of collaboration and empowerment within organisations. He believes in the power of teamwork and actively promotes an environment that encourages creativity, diversity, and continuous learning. Lambert's leadership style inspires employees to push boundaries, think outside the box, and contribute their best to the Group's collective success. His background showcases a profound understanding of business operations and its transformative power. Armed with a solid educational foundation, he has honed his skills and knowledge to navigate the ever-evolving training industry. With a keen eye for innovation, such as virtual reality-based training, he continuously explores cutting-edge solutions to meet the evolving needs of the Invictus Education Group, clients and stakeholders.

Chris Godenir

Custodian at The Peninsula All-Suite Hotel

Chris is the Custodian at The Peninsula All-Suite Hotel Cape Town, where he has worked for the last 20 years. He entered the Hospitality Industry in the late '70s as a trainee at the Clariton Hotel, Johannesburg and has been pioneering change in the Hospitality Industry ever since. Considered by many in the industry as a maverick, not willing to accept the status quo, but respected for his commitment to the development of human capacity and doing the right thing regarding sustainability. Chris studied through the American Hotel and Lodging Association and is a Certified Hotel Administrator; in 1988 attended he attended the Professional Development Program at Cornell University, Ithaca, New York. He is an experienced hotelier having managed many properties throughout South Africa and the UK. Over the past decade at The Peninsula, Chris attributes the properties financial success to the many initiatives they have undertaken to preserve our precious resources and develop the potential of youth through training. Chris over the years has won many awards but his latest achievement is becoming SA's Hospitality Industry General Manager of the Year announced at the 2024 FEDHASA Awards.

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